

Oralhealth

FOR BETTER HEALTH



ASK
PROFESSOR
MICHAEL

FREE



MEET OUR
ORAL HEALTH
EDUCATORS

SMILE
OF THE
YEAR!



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FREE WI-FI AT RDHM

At The Royal Dental Hospital of Melbourne (RDHM) we have free Wi-Fi so all people visiting the hospital can browse the internet or stay connected with family and friends.

To access guest Wi-Fi at RDHM, search for 'DHSV-Guest' network on your mobile device.

You will be directed to a log-in portal, which will require either Facebook or email authentication.



For more information visit www.dhsv.org.au



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Where the term 'Aboriginal' is used it refers to both Aboriginal and Torres Strait Islander people. Indigenous is retained when it is part of the title of a report, program or quotation.

FROM THE CEO



Dr Deborah Cole
CEO
Dental Health Services Victoria

Welcome to the 2019 edition of our Oral Health for Better Health magazine.

I hope you enjoy reading about how you can look after your teeth and gums through good oral hygiene and great nutrition. This magazine also contains some interesting stories about how we've worked with the community to improve Victoria's oral health.

You may have noticed the beautiful smile on the cover. It belongs to our new Smile of the Year ambassador, Brittany Bonnici. Each year we select an ambassador who is passionate about healthy living to partner with us and promote the importance of eating well, drinking well and cleaning well. Brittany is a star of the AFL Women's League and a great role model for young Victorians. Not only is she super fit, she genuinely cares about helping others and making the world a better place. Brittany works in disability support and also volunteers to tackle youth homelessness, all while studying and training! Brittany is certainly an inspiration and we couldn't be more thrilled to have her on board.

If, like Brittany, you love playing sport, be sure to read about the importance of wearing a mouthguard on page six. We also have a great article on oral piercings and Professor Michael McCullough is on board to answer your questions about everything from bad breath to teeth whitening.

We all know high sugar diets are bad for our teeth but a lot of the time we're not just eating heaps of sugar, we're drinking it. On page nine we look at how much sugar is in those soft drinks and fruit juices. It's probably way more than you think! If you're stuck for healthy eating ideas, never fear. We've got some great recipes in here that are quick, healthy and delicious.

In 2017-18 we treated nearly 400,000 people and launched lots of successful projects, but we know we can do better. In the past we haven't always listened to you but we are doing our best to change that. In 2019 we will be introducing new ways of doing things. During this time, we promise to work with you to provide safe, exceptional care that improves your quality of life.

The team have put a lot of time and love into this magazine. We hope you enjoy learning about good oral health as well as meeting some of the wonderful people that work at DHSV and checking out our 2018 highlights.

Until next year, look after yourselves and remember to eat well, drink well and clean well.

SOME FACTS



WIN!
TELL US WHAT YOU THINK

You could win a fruit hamper by giving us your feedback on this magazine.

Simply fill out the online feedback form:
www.dhsv.org.au/QA_feedback

Entries close Monday 3 June 2019. The competition will be drawn on Friday 7 June 2019. The judges' decision is final. Winners will be notified by email or phone. Only one entry per person will be accepted.



2019

SMILE

OF THE YEAR:

AFLW PLAYER

BRITTANY BONNICI

With a winning smile, a passion for social justice and a commitment to a healthy lifestyle, AFL Women's player Brittany Bonnici is the perfect 2019 Smile of the Year Ambassador.

At just 21, Brittany has already cemented herself as a great role model for young people.

With a lifelong love of football and years spent playing Auskick, Brittany's dedication has seen her make an impressive rise through the ranks of the popular sport.

Known as Brit to her friends, she has turned her childhood enthusiasm for football into a dedicated role in the AFLW. She's toured New Zealand as the vice-captain of the Australian AFL High Performance Academy, captained Victoria Metro Youth Girls to a national carnival title in 2015, has been selected for the Youth Girls All-Australian Team three times, and is the vice-captain of the 2018 team.

"Brit is one of the best young talented midfielders in the game and has been one of Collingwood's most consistent players," said Wayne Siekman, Women's Head Coach at Collingwood Football Club.

Brit also keeps herself busy off the field. In addition to her role in the AFLW, she is currently balancing her roles as a Customer Experience Officer at the Melbourne Sports and Aquatic Centre and a role as a disability support worker, along with studying a Bachelor of Social Work at Victoria University.

In what little spare time she has, Brit frequently volunteers with Ladder to help tackle youth homelessness and adds hiking and swimming to her fitness routine.

"Keeping busy gives me the opportunity to strive to succeed in multiple fields and also prepares me for life after football," the level-headed player said.

Staying fit and healthy is central to Brit's approach to life.

"I like to have a good balance in my day-to-day life of work, training and socialising. Health is so much more than just physical fitness – my mental wellbeing and oral health also play a huge role," she said.

"Eating well and drinking plenty of water is essential as a sportsperson. Without doing so, I strip myself of the ability to perform at my highest capacity.

"I also clean my teeth twice a day and make sure I have regular dental check-ups to stay on top of any possible issues," Brit said.

Brit makes sure she looks after her teeth in other ways, too. Mouthguards play a crucial role in all of Brit's games and she doesn't hit the field without one.

"Mouthguards save your smile, there's no doubt about that," Brit said.

"Sportsafe Australia make sure I'm constantly protected with custom made mouthguards so I can keep my smile safe and healthy. All the girls wear one to prevent any damage," she said.

As DHSV's Smile of the Year Ambassador, Brit shared her excitement at spreading the message that health and wellbeing plays an important role in oral health.

"It's great to be able to share the message with young people that staying active, eating a healthy and balanced diet, and taking care of your oral health can have such a positive impact on your life," Brit said.

BRIT'S TIPS FOR STAYING FIT

* STAY HYDRATED

When we work hard and play hard, we always work up a thirst! Water is always your best option.

* WORK OUT WITH A FRIEND

It can be hard to stay motivated, so working out with a friend or joining a team sport helps keep you accountable and gets you moving.

* EAT WELL

It's simple but it really is the most effective way to keep your health on track – eat lots of fresh fruits and vegetables to give you the vital nutrients you need.

* AIM FOR BALANCE

We've all got busy lives and to avoid burning out, I always make sure I'm getting enough rest while maintaining an active social life.



MOUTHGUARDS

IN SPORT



You might think that mouthguards only need to be used for contact sports such as football, hockey or volleyball.

The reality is that any physical activity that comes with the risk of an injury to the face, such as gymnastics, skateboarding or mountain biking, can benefit from wearing a protective mouthguard.

Without a protective mouthguard, sports injuries and accidents can result in damage and injury to the gums, lips or teeth, tooth fractures, knocked out teeth and jaw fractures.

WHAT SORT OF MOUTHGUARD SHOULD I GET?

Custom-fitted

DHSV recommends custom-fitted mouthguards as the most effective protection. Designed and fitted to the shape of your mouth by an oral health professional, these mouthguards have been proven to reduce the number and the severity of mouth injuries in sport and during training.

A custom-fitted mouthguard should:

- fit snugly and be comfortable
- allow normal breathing, swallowing and speaking
- be odourless and tasteless
- be thick enough (4mm) to provide protection against impact.

Boil and bite

True to their name, the lining of these mouthguards is softened in boiling water and then bitten down upon to shape to the wearer's mouth.

The process of biting down into the lining can decrease the guard's thickness and therefore its effectiveness. They can also be uncomfortable to wear.

Ready-made

Available over-the-counter at chemists and sports shops and the most affordable option, this style also offers the least protection. They can be bulky and hard to keep in the mouth.

HOW TO CARE FOR YOUR MOUTHGUARD

- Take it with you when you visit your oral health professional as they'll ensure it still fits correctly. Replacements may be required due to changes in the mouth.
- Rinse your mouthguard in cold water before use. After use, dry and store in a plastic container with vents to allow air circulation.
- Keep it in a cool, dry place – it can melt or distort if left in direct sunlight for long periods.

WHAT ABOUT BRACES?

Kids with braces can wear mouthguards – it's the best way to protect their orthodontic work while playing sports.

ORAL

PIERCINGS

Are you thinking about getting a tongue ring or frenulum piercing? Tongue and lip piercings may be attractive but before you open wide, you need to consider the effect it could have on your teeth and gums.

Piercings can lead to broken teeth and can hurt the gums, leading to inflammation and gum disease.

Other risks of oral piercings can include:

- excessive drooling
- nerve damage, resulting in loss of sensation in the tongue
- excessive bleeding from the accidental piercing of a blood vessel or artery.

Be aware there are risks of contracting HIV or hepatitis from the use of non-sterile equipment and internal damage caused by accidentally swallowing loose jewellery.

WHAT YOU CAN DO TO MINIMISE RISKS

It's not all doom and gloom though – there are steps you can take to minimise the risks:

- Have it done professionally – a professional piercer should be certified, use sterile equipment and provide you with essential after-care.
- If you're pregnant or if you have heart disease, diabetes, a skin disorder or allergies – make sure you check with your doctor before getting your mouth pierced.

WHAT TO DO ONCE YOU'VE BEEN PIERCED

Things to consider once you've been pierced:

- minimise the swelling by consuming cold, icy drinks
- sleep with your head slightly elevated during the initial healing process
- regularly rinse your mouth with alcohol-free anti-bacterial mouthwash
- don't smoke or drink alcohol until the piercing is fully healed
- leave it alone – don't pick at it, and never put unwashed hands near your piercing
- visit your doctor immediately if you have bleeding, pain or pus around your piercing.

ONCE YOUR PIERCING HAS HEALED

Even when you've finally healed up, there are some important steps you can take to make sure your piercing stays healthy:

- try to avoid pushing your tongue against your teeth and gums to minimise any damage
- it is preferable to use plastic jewellery inside your mouth rather than metal
- tighten the ball ends of your jewellery with clean hands regularly to minimise the risk of accidental digestion
- maintain good oral health by brushing twice a day (including the tongue area around the piercing).

If you notice any damage to your gums or teeth or experience any pain, visit your oral health professional.



ASK PROFESSOR MICHAEL

**Ask the oral health expert:
Professor Michael McCullough**

I WANT TO WHITEN MY TEETH. WHAT DO I NEED TO KNOW?

Adult teeth are not naturally pure white. Tooth whitening is a process that helps to make teeth appear 'whiter' by bleaching their surfaces. Tooth colour is mostly determined by the dentine inside the tooth, which is yellow, and the thickness of the enamel present. With age, adult teeth can become darker due to the gradual thinning of enamel, allowing the dentine colour to show through.

Stains on your teeth caused by food, smoking or bacteria can usually be removed or minimised without tooth whitening. Cutting down on food and drinks that can stain your teeth, like tea and coffee, and quitting smoking can make a big difference to the colour of your teeth. Regular brushing with fluoride toothpaste will also help, as will visiting your oral health provider for a regular dental check-up with a scale and polish.

WHY IS THE HPV VACCINE IMPORTANT?

The Human Papilloma Virus, or HPV, has a large number of sub-types, and several are well-known for being the virus that causes cervical cancer in women and penile cancer in men. This virus can also cause cancer of the throat in both men and women. This is the area directly behind the mouth, around the tonsils and backwards.

Only a very small number of people who contract HPV will end up developing throat cancer – most of the time your body's immune system will clear it out within a couple of years. Studies have shown that more than three quarters of all throat cancer are linked to the HPV virus. A HPV infection usually has no obvious signs or symptoms, and so can go undetected for years – in some cases dating back to previous partners.

What can I do about it?

The best option is prevention: Australia is in a unique position in that all boys and girls are vaccinated free of charge in year seven. Although there is no way to remove the virus from your system once you've been infected, you can still test for it. Also, the symptoms and disorders caused by HPV (such as throat cancer) can be treated if they're detected early. Finally, be active in taking care of your oral health. Visit your oral health professional regularly, and get them to check anything that has changed in your mouth and anything strange or different that lasts longer than two weeks. It doesn't have to be painful, just different.

HOW DO I GET RID OF MY BAD BREATH?

Bad breath, or halitosis, is a common condition caused by bacteria that live on the surface of the tongue and in the throat. Halitosis on waking is exceedingly common, but factors that can worsen bad breath are smoking, dry mouth, dental diseases, in particular periodontal disease and abscesses, and nasal or sinus infections.

Treating it would depend on the underlying cause. Diagnosing and treating any oral diseases is critical. Good oral hygiene is the key to fighting bad breath. This includes brushing, flossing and cleaning your tongue (which sometimes causes a perfectly normal gag-reflex). You can also use a fluoridated mouth-rinse to help prevent cavities, reduce plaque and fight bad breath.

Professor Michael is the Deputy Head of the Melbourne Dental School at The University of Melbourne.

If you have a question on oral health, email healthysmiles@dhsv.org.au

RETHINK THOSE

SUGARY DRINKS

We all like to reach for a cool, refreshing beverage to beat the heat but do you know how much sugar is in your soft drink, fruit juice or frozen treat?

Sugary soft drinks are packed full of empty kilojoules, meaning they contain large amounts of sugar but have no nutritional value.

We often think fruit juices are a healthier option – how could fruit be bad for you?

We recommend avoiding all sugary drinks that provide unnecessary kilojoules and have no other nutritional value, such as soft drinks, energy drinks, and fruit drinks that contain added sugar. Fruit juice, which by law must have more than 95% juice, can offer other nutritional benefits such as vitamin C and other nutrients.

A standard serve of fruit juice is 125ml or ½ cup, according to the Australian Dietary Guidelines. If you have juice, limit it to this amount or better still, drink water and eat the whole fruit instead – it's more filling and has the added benefit of fibre.

Did you know that a 600ml bottle of soft drink contains 16 teaspoons of sugar and about 1000 unnecessary kilojoules?

FAST FACTS

- * Many drinks contain acid that harms your teeth, including regular and diet soft drinks, sports/energy drinks and fruit juices. Acid weakens tooth enamel which can lead to tooth decay.
- * Sugar sweetened beverages produce more acid when the sugar combines with bacteria in the mouth. Try drinking water instead – it has no acid, no sugar, no kilojoules, and it's free from the tap.
- * Sugar sweetened beverages are high in kilojoules, leading to weight gain and obesity.
- * Research has shown that consuming 340ml of sugary drink a day (which equates to less than one can) increases your risk of type 2 diabetes by 22% when compared to drinking one can a month or less.



Can of soft drink (375 ml)
= 11 teaspoons of sugar



Fruit flavored cordial (250 ml)*
= 4 teaspoons of sugar
* when made up as directed



Chocolate milk (250 ml)
= 6 teaspoons of sugar



Orange juice (250 ml)
= 5 teaspoons of sugar

HEALTHY RECIPES FOR TEENS



The key to getting teenagers to eat a balanced diet and maintain a healthy relationship with food can be as simple as enabling them to gain their own independence in the kitchen.

Classic staples of the teenager diet, such as burgers and burritos, can be made with fresh, healthy ingredients.



MV burgers

This Dairy Australia recipe is reproduced with permission from Nutrition Australia.

BBQ meat and vegetable skewers

Healthy burritos

These recipes are reproduced with permission from Nutrition Australia.

For more tasty recipes visit
www.nutritionaustralia.org or
www.tryfor5.org.au



MV BURGERS

Nutrition Australia's MV burgers are perfect for summer and contain extra vegetables so they are even tastier than your usual meat patty. Prepare them early and keep in the fridge for convenience.

Serves: 5

Preparation time: 15 minutes

Ingredients

400g lean beef mince
1 carrot (grated)
1 zucchini (grated)
1 onion (finely diced)
1 cup rolled oats
2 cloves of garlic
¼ tsp chilli powder
1 tbsp dried herbs
1 tbsp fresh herbs
1 tbsp sweet chilli sauce
2 tbsp Worcestershire sauce
1 pinch pepper

Directions

Mix all of the ingredients together in a large mixing bowl.

Shape the mixture into palm-sized balls, then flatten them into a hamburger shape with a spatula.

Refrigerate the burgers until they are ready to be barbecued. This keeps the mixture fresh and helps them set nicely.

Barbecue the burgers and serve with lettuce, tomato, and reduced fat cheese on a wholemeal roll.



BBQ MEAT AND VEGETABLE SKEWERS

Serves: 8

Preparation time: 15 minutes

Ingredients

- ¼ cup extra virgin olive oil
- 1 fresh red chilli, finely chopped (optional)
- 1 garlic clove, crushed
- 1 tbsp fresh or dried thyme leaves
- 400g chicken breast OR beef rump steak, fat trimmed cut into 2 cm cubes
- 1 large red or yellow capsicum, deseeded, cubed
- 2 zucchini, thickly sliced
- 1 red onion, cut into large chunks
- Freshly ground black pepper
- 1 fresh red chilli, finely chopped (optional)

Directions

Combine the oil, chilli (optional), garlic, thyme and pepper in a small bowl.

Soak 12 bamboo skewers in cold water for 5 minutes. Drain and dry with paper towel.

Thread the chicken or beef, capsicum, zucchini and red onion alternately onto the skewers. Brush the skewers with some of the oil mixture.

Heat a barbecue grill or chargrill on high. Reduce heat to medium. Heat remaining oil and repeat with remaining mixture.

Add the skewers to the barbecue and cook, turning and brushing with the remaining oil mixture occasionally, for 6-8 minutes or until just cooked.



HEALTHY BURRITOS

Serves: 5

Preparation time: 5 minutes

Ingredients

- 1 tablespoon olive oil
- 1 onion (chopped)
- 1 clove garlic (chopped)
- 500 gram mince (lean meat such as pork)
- 1 package tortillas (10 pack)
- 1 tablespoon fresh coriander OR 1 teaspoon ground coriander
- 1 teaspoon cumin (ground)
- ½ teaspoon chilli powder
- 400 grams red kidney beans
- 500 grams pasta sauce (reduced salt)

Directions

Heat oil in a large saucepan and add onion and garlic. Sauté for a few minutes until onions are translucent. Add mince and cook until brown.

Meanwhile, prepare burritos according to directions on the packet.

Add spices to mince, and allow to cook for a few minutes. Add beans and pasta sauce. Allow to heat through.

Serve immediately with tomato, lettuce, cucumber, capsicum, mushrooms, avocado and a dollop of light sour cream.

OUR CLIENTS

ELANUR, 15

After knocking out her two front teeth in a bicycle accident at just eight years old, Elanur welcomed the services of RDHM to save her smile and improve her oral health.

Elanur: *I like coming here. I've been coming here for so long and it's actually fun.*

I always feel comfortable coming to the hospital and the staff are always so nice – it's a positive experience.



JASON, 57

Back at the hospital for his third visit after an initial referral from his community clinic, Jason was pleased to chat about his experiences.

Jason: *I've had another good visit. I've been here a few times now. This time I'm here for a check-up and teeth cleaning.*

The dentist has asked a lot of questions today to get more information about my treatment. They have been very thorough.

JORDAN, 14

Visiting the hospital for the first time for care for teeth fused to the jawbone, Jordan expressed relief at the ease of treatment.

Jordan: *Everyone has been really helpful. I only had to wait a short time before they treated me.*

I'll be coming back for treatment again soon. I'm not worried now that I've had my first visit.



“YOU SAID IT”



My sincere thanks for the thoroughly expert professional care provided. I am gobsmacked by the culture of concern displayed by the hospital staff.

– Munro

Just wanted to thank the staff at the dental hospital for their kindness and skill. My three-year-old had to have some extractions, and all of our contact with the hospital, whether over the phone, at the initial consultation or for the surgery, has been professional, yet compassionate. Thank you so much for your help.

– Luisa

*** I recently had surgery with the implant clinic. It was a great experience with all staff involved in my care very welcoming, informative and supportive. The staff in the x-ray department were very helpful. They assisted me beyond what they needed to. It was a man on the counter and a young lady who conducted the x-ray. I cannot fault the care I've received from all the departments I interacted with.**

– Ebony

Excellent care. I'm most grateful.

– Mr Kennedy



I just got off the phone from your triage service and wanted to thank the person who took my call. She was warm, kind, professional, patient and understanding and I'd like to express my thanks.

– Sarah

*** For the past couple of years I have been having treatment with the wonderful students on level two. I walked in the hospital two years ago with a mouth full of plaque, gum disease and aching teeth thinking I would be up for some extractions. I am so glad that I was accepted to be a case study for students to do work on. The dental hygienists recently signed me out, I am extremely grateful for their patience and hard work removing the results of many years of neglect and for educating me on how to look after my teeth properly. No extractions needed. I will definitely give positive feedback for my endodontist at the end of treatment as well. Thank you so much for providing this service, I am in a much better place for it.**

– Janelle

Excellent care and service provided. Very kind, compassionate, caring and patient!

– Philomena

MEET SOME OF OUR ORAL HEALTH EDUCATORS

* JULIE GOODALL DENTAL ASSISTANT

Julie has worked in the dental field for more than 20 years and her passion for promoting oral health continues to burn brightly.

Her capacity to engage people from a wide variety of backgrounds, cultures and experiences is matched by her enthusiasm for seeing people make positive changes. We spoke with Julie about the power of social justice and her background in community outreach activities.

What is the best part of speaking with people about oral health?

The main thing that gets me is that 'lightbulb moment', when you see the flash of recognition and understanding in someone's eyes. And you know that from then on, they'll understand the connection and will hopefully begin to incorporate those positive oral health changes into their lives.

Tell us a bit about your experience with community outreach initiatives.

I was one of the first people at the hospital to do community outreach for DHSV and I've had the opportunity to work with many community groups including people seeking asylum, refugees and people without homes.

It's such an important approach in terms of connecting with at-risk people and finding ways to empower them to improve their oral health. You meet people right across the spectrum – from those who have grown up with good dental care but have fallen on difficult times to those who have never owned a toothbrush.

How do you engage with difficult consumers or those who are resistant to discussions?

It's all about making a connection. It's incredibly important to not tell people that they've done something wrong or to come from a place of judgement.

We're here to help people and if I can reach someone and teach them how to look after their mouth, I know I've done something great.

Oral health means so much more than a great smile.

Providing people with the tools to self-manage and take preventative steps to improve their oral health outcomes is key to the conversations our oral health educators had with our consumers during Dental Health Week in August.



* JOVITO MANALO DENTAL ASSISTANT

Jovito has worked at the RDHM for ten years and since 2016 he has been providing oral health education to people on a range of issues from smoking cessation to healthy eating.

What is the best part about speaking with people about oral health?

Interacting with a wide range of people from different nationalities and backgrounds about oral health is such a positive experience.

It's vital to share the message that oral health is important. Many people think that being healthy is just about your physical fitness, but oral health plays such an important role in your overall health and wellbeing.

What have you found that people are the most interested in talking about?

People have been particularly interested in strategies for keeping their mouth healthy, especially considering the amount of hidden sugars in everyday foods. They're also really responsive to the idea of the value of eating fruit rather than having a sugary fruit juice.

What key messages have you shared with clients?

So much of it is about converting negative thoughts into positive thoughts. Changing your thinking can have such a huge impact on your habits and behaviour.

CELEBRATING OUR COMMUNITY ORAL HEALTH CHAMPION



2017 COMMUNITY ORAL HEALTH CHAMPION: STACEY BROWN

Stacey Brown, Chief Executive Officer at Yappera, is a strong advocate for the health and wellbeing of children, families and staff at Yappera. Stacey provides expertise, advice and support to DHSV in the development of programs and resources to support good dental health of Aboriginal children.

Stacey was announced as the Community Oral Health Champion winner at the DHSV 2017 Public Oral Health Awards. This is a wonderful achievement for Stacey and the Yappera team, recognising the work they do to support and promote oral health.

Are you still involved in improving public health?

As the CEO of Yappera Children's Service, improving public health is always ongoing. I strongly believe that the early years are fundamentally important as they lay the foundations for future health, growth and development. We focus on all three of these areas, all year round.

Why are you passionate about improving oral health?

It is an area that a lot of families are still learning about. Oral health starts as soon as our Boorai's (babies) first teeth come through, and if we educate and share information about better choices when our children are young, this should help to ensure better outcomes when they are older.

Do you have a life philosophy?

The philosophy of Yappera is that all Aboriginal and Torres Strait Islander children have the opportunity to reach their potential through access to the highest quality of care and enrichment in a rich cultural setting which strengthens their identity, cultural resilience, health and wellbeing.

What's your favourite way to relax and unwind?

I always make sure that I spend quality time with my family and grandchildren. I also find time to attend yoga, which is a great way to unwind after a busy day.

Our community oral health champions are advocates outside the public dental sector who are as passionate about promoting good oral health as those within.

The community oral health champion award is part of our annual Public Oral Health Awards. This award was created by our Community Advisory Committee in 2014 to honour oral health advocates in different sectors and backgrounds who help public oral health professionals in their quest for good oral health.

1. STATEWIDE PLANS

ABORIGINAL HEALTH

At DHSV we are passionate about reducing the gap that exists between the health of Aboriginal people and the rest of the population.

This year, we continued our outreach efforts to provide care to even more Aboriginal families in Victoria. We have worked with local Aboriginal health workers and developed our workforce to make sure that the care we provide is culturally responsive to the needs of our Aboriginal clients.

IMPROVING THE EXPERIENCE

We are proud of the work we have done to close the gap between the oral health of Aboriginal and non-Aboriginal Australians. It is our goal to create a more welcoming and culturally appropriate environment for Aboriginal clients and we have used outreach programs to provide care for Aboriginal clients in their preferred environments.



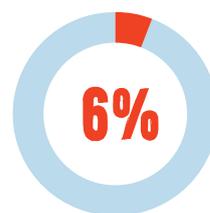
OUTREACH INITIATIVES

We have also continued to promote oral health to Aboriginal women and children through our Healthy Families, Healthy Smiles program.

We continue to develop new resources to promote oral health, including *Little Koorie Smiles*. This is a new resource for Aboriginal Supported Playgroups that was piloted in partnership with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) and the Victorian Aboriginal Child Care Agency (VACCA).

We are doing lots of work in the area of prevention, including:

- the Bigger Better Smiles program which trains health workers to teach Aboriginal preschool children great oral health habits
- training midwives who work in Koorie maternity services to promote oral health and access to dental services
- the Smiles 4 Miles program, which trained staff from Yappera Children's Service to teach Aboriginal preschool children great oral health habits.



The number of Aboriginal people treated statewide has increased by 6% up to 11,561

ABORIGINAL PUBLIC SECTOR EMPLOYMENT

DHSV strives to provide a culturally inclusive environment for all people. As part of DHSV's 2016–21 Aboriginal Employment Plan, we continue to increase our Aboriginal workforce as we believe this plays a crucial role in providing inclusive and culturally appropriate services for Aboriginal people and their families at RDHM.

DHSV increased Aboriginal representation in our clinical workforce with our award winning Aboriginal Dental Assisting Traineeship Program. DHSV's Aboriginal dental assistants work closely with dental professionals to deliver oral healthcare and education to their fellow community members.

DHSV continues to support two of our Aboriginal staff who are studying their Bachelor of Dentistry degrees at La Trobe University. They were the first-ever Aboriginal students to be accepted into this course. Two Aboriginal dental assistants employed at RDHM completed the Certificate IV in Dental Assisting (Oral Health Promotions).

FAMILY VIOLENCE RESPONSE

A policy for consumers and visitors affected by domestic and family violence was approved in 2017.

DHSV is being supported by Melbourne Health to implement components of the Strengthening Hospital Responses to Family Violence (SHRFV) model and is represented at the Melbourne Health SHRFV Steering Committee.

In May and June 2018, a number of DHSV staff completed Common Risk Assessment Framework (CRAF) training run by the Domestic Violence Resource Centre. Training for all front-line staff will be provided in 2018–19 to ensure they are able to identify and respond sensitively and appropriately to family violence disclosures.

IMPROVING CARE FOR ABORIGINAL PATIENTS (ICAP)

We are committed to providing culturally responsive care to Aboriginal Victorians. Here are our achievements according to the key result areas of the ICAP program.

1. ENGAGEMENT AND PARTNERSHIPS

We renewed the Memorandum of Understanding (MOU) with the VACCHO in December 2017. This renewal signifies our commitment to continue to work together to achieve and sustain better oral health outcomes for Aboriginal people in Victoria. We continue to work towards a DHSV Reconciliation Action Plan (RAP).

2. ORGANISATIONAL DEVELOPMENT

As part of our Respectful Workplace and The DHSV Way, we celebrated Aboriginal days of significance including a screening of "Occupation: Native" during National Reconciliation Week. DHSV continues to use the online learning module, Wominjeka. Meaning welcome in Wurrung language, the module raises awareness of Aboriginal culture, with a focus on respect, diversity and inclusiveness.

3. WORKFORCE DEVELOPMENT

DHSV continues its Aboriginal employment plan to provide traineeships not just for future dental assistants but also patient liaison officers.

4. SYSTEMS OF CARE

RDHM clinical staff have run two clinics at The Gathering Place in Werribee to allow Aboriginal consumers to receive oral healthcare and advice in a familiar environment. A clinical team of dentists, oral health therapists and oral health educators have seen over 80 people at The Gathering Place in the last year. This whole of family approach focuses on and emphasises health promotion and prevention.

ORAL CANCER SCREENING AND PREVENTION PROGRAM



DHSV is leading a new program aimed at increasing the prevention, screening and early detection of oral cancer in order to reduce the impact for Victorians who are at high risk of developing the disease.

The oral cancer program will allow oral health professionals to screen high-risk people when treatment can be most effective.

Oral cancer is one of the leading causes of disease in Victoria with more than 15 new cases diagnosed every week. It is the eighth most common cancer in men and fourteenth most common cancer in women.

The Department of Health and Human Services (DHHS) has contracted DHSV to lead the program which will include two stages: the development and implementation of the training program for oral health professionals, while the second stage will focus on training other health professionals to detect the early signs of oral cancer.

REACHING OUT WITH TELEDENTISTRY

DHSV is committed to improving the oral health of people in rural and regional areas who cannot access services close to home.



The Teledentistry Initiative is an example of a person-centred model of care focused on eliminating barriers of distance and improving health outcomes through increased access to specialist services.

People across the state now have much greater access to specialist care, with a total of 36 participating community dental agencies engaged in the teledentistry rollout.

Training involved half a day at RDHM and included:

- time observing in the oral mucosa clinic
- use of intra-oral and digital cameras
- use of web portal to refer consumers.

The Teledentistry Initiative has treated 263 patients across 23 rural agencies and 13 from the metropolitan area. Patient feedback has been positive with high levels of satisfaction with the treatment and openness to receiving future treatment via teledentistry.

2. CONSUMER, CARER AND COMMUNITY PARTICIPATION

PATIENT EXPERIENCE

Our consumers are central to all of the work that we do at DHSV, and providing our clients with the opportunity to share their thoughts and feedback on their care is crucial.

PATIENT EXPERIENCE TRACKERS

As an outpatient hospital, our Patient Experience Trackers (PETs) are portable computer terminals located throughout RDHM to collect feedback from clients and visitors. The feedback is reviewed monthly to look for areas of improvement.

We implemented new client safety-related questions in November 2017.

PETs score

Easy to contact	88%
Wait time for welcome	94%
Friendly manner of reception	93%
Communication	93%
Wait times communicated to patients	90%
Confidence in clinician	88%
Equipment standard	88%
Safety	87%
Introductions	98%
Overall satisfaction score across RDHM clinics	91%



VICTORIAN HEALTH EXPERIENCE SURVEY (VHES)

94 per cent of clients are happy with hospital care

The Victorian Health Experience Survey (VHES) seeks to discover the experience of people, aged 16 and over, who have been admitted to Victorian public hospitals.

Potential respondents are randomly selected from people who were discharged from RDHM's Day Surgery Unit.

The scores below show the percentage of clients who rated their overall experience at the Day Surgery Unit as either 'very good' or 'good'.

94 per cent of clients rated their discharge as positive

We consistently exceeded state averages for client satisfaction during the discharge process, reaching a high of 96 per cent in the first six months of reporting.

PATIENT EXPERIENCE

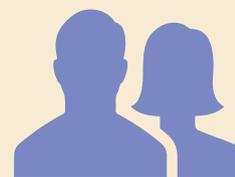
- PRIORITY IMPROVEMENT AREAS



In partnership with clients, we have identified three priority improvement areas using data from the Patient Experience Trackers (PET) and have established an improvement plan for each. These will be reviewed every six months to reflect new areas for improvement in:

- 1 Implementing a new set of PET questions aligned to the patient safety questions in the staff engagement survey and identify improvements following analysis.
- 2 Reviewing current consumer telephone contact pathways and identify improvements.
- 3 Reviewing current processes to ensure we provide accurate and timely information to our consumers/carers at point of presentation.

PARTNERING WITH OUR CONSUMERS



The DHSV value based health care model is centred on improving the health outcomes that matter to our consumers.

To ensure we continue to improve the experience of our consumers and the community as they interact with the hospital, we held a series of Voice of the Consumer consultations.

These engaging consultations provided valuable insights and a depth of understanding into the lived experience of consumers.

Participants in these sessions included representatives from vulnerable communities that make up DHSV's priority populations. Consultation forums were also undertaken with other stakeholders including clinicians, community dental agency staff and senior management.

We also implemented a Consumer Register as a way to build our Consumer Representative Network.

WOULD YOU LIKE TO JOIN THE CONSUMER REPRESENTATIVE NETWORK?

Expression of Interest forms are available and can be sent to us via email or post.

Email:
community@dhsv.org.au

Postal address:
Community @DHSV
Attn: Jolanda
Level 1 Corporate Office
Reply Paid 76505
CARLTON VIC 3053

COMMUNITY ADVISORS HELP SHAPE THE QUALITY OF CARE

Our community advisors are consumers and visitors from all walks of life. They provide a consumer and visitor perspective of our services and their feedback helps us to improve. Meet one of our community advisors, Virendra Khatana.

 As case manager in the Humanitarian Settlement Services program, DHSV Community Advisory Committee (CAC) member Virendra Khatana works with newly arrived refugees, assisting with their initial settlement in Australia.

On average, Virendra refers about four to five clients to the local dental clinic every day.

With poor oral health being an issue for many of his clients, Virendra decided to look for ways to improve their oral health. That was how he found out about the DHSV CAC and joined in 2017.

“I am so happy to be part of the CAC as it gives me an opportunity to become a voice for new migrants from culturally and linguistically diverse (CALD) communities. It allows me to freely discuss the challenges and issues migrants face on arrival,” Virendra said.

Trained as a dentist, Virendra worked in community dentistry in India and was involved in organising dental check-up camps in urban and rural areas to spread awareness of good oral health and promote early intervention.

Virendra said that being a DHSV CAC member has provided him with a link to his previous profession.

“It gives me pleasure to contribute to improving oral health through being able to provide my feedback and suggestions at the CAC,” Virendra said.

After moving to Australia in 2008, Virendra struggled to return to dentistry but landed a job in the settlement services. He has more than five years of experience working with asylum seekers and refugees in different onshore detention centres in Australia and offshore processing centres in Nauru and Papua New Guinea.



“Dental visits can be daunting for some people and they avoid seeing the dentists until they have severe pain. It is important to make appointments comfortable for them and we can do so by listening to their needs,” Virendra said.

“Being a CAC member is a great way of providing feedback on the services that DHSV provides to the community.”

Virendra was recently appointed to Victorian Multicultural Commission’s regional advisory council for North West metropolitan region and is a part of the community leadership group at Melton Council and is working on a community safety project with Victoria Police.

INCLUSIVE AND CULTURALLY SAFE SERVICES



Consumers at RDHM speak more than 70 languages other than English. To make sure that our clients are well-informed about their condition and can make the best possible healthcare decisions for themselves and their families, we use highly qualified interpreters to support those who need help with communication.

RDHM provides professionally qualified interpreting services, including AUSLAN (Australian Sign Language), to help clients communicate with staff during their dental visit.

Clients can also access immediate telephone interpreting services through Translating and Interpreting Service (TIS National). TIS's immediate phone interpreting service is available 24 hours a day, every day of the year by calling 131 450.

We also train our staff on the interpreter process so that they can assist and request interpreting services for their clients when needed.

Over 70 languages are spoken at RDHM

Vietnamese	24%
Arabic	21%
Farsi	11%
Mandarin / Cantonese	6%
Greek	6%
Italian	4%
Turkish	4%
Chin Haka	2%
Somali	2%
Burmese	1%
Other	16%

TOP 10

IMPROVING ORAL HEALTH FOR PEOPLE WITH DISABILITY

Almost one in five Australians have a disability. People who experience disability are also more likely to experience oral health problems than the wider community, including more severe gum disease and fewer natural teeth.



DHSV has launched the Supporting every smile website to help disability support services promote good oral health.

DHSV's consultation with the disability sector identified a need for information and resources which can help organisations and individuals address this disparity.

The *Supporting every smile* website brings together relevant, evidence-based information, resources and tips in an easy-to-use, freely available, online format.

DHSV CEO Dr Deborah Cole said that disability services often recognise oral health as an important issue for the people they support but may be unsure of what they can do about it.

"Supporting every smile is a great place to start for anyone who is keen to address oral health. By building staff oral health knowledge and skills and having policies and procedures in place which support good oral health, services can have a real impact on preventing oral disease in their community," Dr Cole said.

The website provides information so organisations can incorporate oral health information into their practice and assists support persons to promote healthy environments and behaviours every day.

This project was made possible through funding from the Department of Health and Human Services and is part of DHSV's community outreach to improve oral health for all Victorians.

 See [EverySmile.dhsv.org.au](https://www.everysmile.dhsv.org.au)

3. QUALITY AND SAFETY

WE VALUE YOUR FEEDBACK

Your feedback helps us to continue to improve your experience at RDHM. Please let us know how we are doing. There are a number of ways you can share your thoughts.

FEEDBACK FORM

When you visit RDHM, fill out one of our feedback forms located throughout the hospital.

ONLINE

Provide your feedback online via

Our website: www.dhsv.org.au/about-us/give-feedback

Facebook page: www.facebook.com/RoyalDentalHospitalMelbourne

RoyalDentalHospitalMelbourne

TELEPHONE

9341 1000 (Melbourne metro) or
1800 833 039 (outside Melbourne metro)

DO YOU WANT TO GIVE FEEDBACK ABOUT A COMMUNITY DENTAL CLINIC?

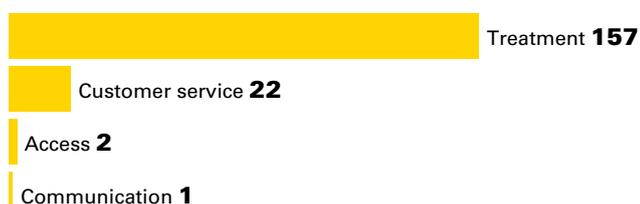
To give feedback about a community dental clinic, please contact the clinic directly.

You can find contact details of the clinics at:
www.dhsv.org.au/clinics

HOW WE MANAGE FEEDBACK

We record all the feedback we receive in the Victorian Health Incident Management System (VHIMS) database.

182 Compliments in 2017–18

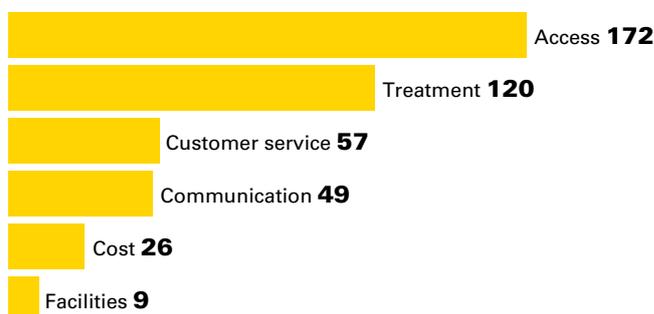


We have a responsibility to be responsive and sensitive towards the rights, needs or complaints expressed by our consumers. We also aim to manage responses in a timely and sympathetic manner.

When we receive feedback from consumers who are not satisfied with the service, it is sent to the relevant manager who will work with the person to resolve their issue within 28 days. To cater for our culturally diverse audience, an interpreter can be organised to discuss and respond to client concerns over the phone.

We collect information about consumers to help us with monitoring actions and outcomes of complaints. It also helps the hospital improve our services to consumers.

433 complaints in 2017–18



IMPROVEMENTS MADE IN RESPONSE TO CONSUMER FEEDBACK

- A trial of a new emergency triage tool and process to improve access and waiting times for our clients.
- The introduction of standardised triage communication tools for our Patient Liaison Officers and Patient Service Officers to improve the client experience.
- The development of standard operating procedures in the Patient Services Department to ensure all staff provide consistent messages to all clients when they call RDHM.
- Changes made to waiting rooms at RDHM including captions on TVs and availability of bariatric chair.
- Review of processes and rostering within the Patient Services team to reduce call waiting times and improve the client experience.

FOSTERING A RESPECTFUL WORKPLACE

In the 2018 People Matter survey, DHSV scored 90 per cent in its positive responses to patient safety culture questions (target: 80 per cent)

Staff responses to patient safety questions % positive*

Patient care errors are handled appropriately in my work area	94%
This health service does a good job of training new and existing staff	80%
I am encouraged by my colleagues to report any patient safety concerns I may have	96%
The culture in my work area makes it easy to learn from the errors of others	89%
Trainees in my discipline are adequately supervised	87%
My suggestions about patient safety would be acted upon if I expressed them to my manager	91%
Management is driving us to be a safety-centred organisation	94%
I would recommend a friend or relative to be treated as a patient here	90%

* % calculated excluding responses identified as unknown or neutral

At DHSV we're committed to fostering a respectful and constructive environment that supports consumer safety. During 2017–18 we continued the implementation of our respectful workplace action plan through a range of key activities, including:

NEW EMPLOYEE ONBOARDING

New employees engage in half-day Respectful Workplace sessions as part of the onboarding process. The quarterly orientation sessions introduce the respectful workplace approach and the rights and responsibilities of employees under this framework.

RESPECTFUL WORKPLACE LEARNING DAY

The second DHSV Respectful Workplace Learning Day was held in December 2017 and was attended by all staff, as well as members of the Board and the Community Advisory Committee.



The day's theme, A Culture of Caring and Kindness, embraced the importance of, and strategies for, creating a workplace where all feel respected, valued, safe, and supported, and where consumers feel welcome, heard, understood and cared for in the best possible way.

DIVERSITY INCLUSION

DHSV launched the Diversity Inclusion Enabling Plan, which has a particular focus on understanding, embracing and engaging with the 'diversity within diversity'.

The plan, aligned with our strategic goals, is grounded in our respectful workplace principles and behaviours, and consumer and community engagement model. It is an evolving document that defines the actions we will take to drive cultural and disability diversity inclusion.

A SAFER WORKPLACE – SPEAKING UP FOR SAFETY

Through DHSV's engagement with the Cognitive Institute, Dr Annalene Weston delivered workshops for all staff to underline the message that safety is everyone's responsibility.

Eight one-hour workshops were delivered over two days. The aim of the workshop was to increase the ease and motivation for clinical staff to raise consumer safety concerns with colleagues using graded assertiveness communication skills training.

Dr Weston outlined a structured escalating conversation which could be used in the clinical setting if there were concerns about consumer safety. Called the 'Safety CODE', clinicians were encouraged to use a checklist of: Check; provide Options; respectfully Demand; and if required, Elevate any safety issue.

The key messages of the sessions were that many errors could be prevented if someone had spoken up at the right time and the behaviour you walk past is the behaviour you accept.

ACCREDITATION

DHSV is passionate about providing safe, high quality care to our consumers and the community.

To demonstrate our commitment for the continuous improvement of our services and ensuring they are person-centred, safe and effective, we are assessed against a range of standards including the National Safety and Quality Health Service Standards (NSQHSS) for Day Procedure Centres.

RDHM ACCREDITATION ACHIEVEMENTS

We were measured against nine out of the 10 NSQHSS and awarded full accreditation for four years. This was a successful review with the surveyors praising RDHM for a number of improvements such as:

- culture of safety, evaluation and improvement
- well-managed infection prevention and control system
- the management of risks associated with pressure injuries and falls
- the excellent preparation and record of changes which guided the survey team in their review.

We were acknowledged for our continued commitment to partnering with our consumers, with surveyors stating that DHSV is a leader and awarding 13 Met with Merit ratings in this Standard.

The Oral and Maxillofacial Surgery Department was assessed by the Royal Australasian College of Dental Surgeons against the Standards and Criteria for Oral and Maxillofacial Surgery (SCOMS) and awarded accreditation for five years as an education and training facility in Oral and Maxillofacial Surgery.

DHSV also had a lead role supporting all public community dental agencies to successfully maintain accreditation with six NSQHSS for dental practices. Since the standards were introduced, DHSV has continued to provide updated resources, advice and ongoing support for over 50 public community dental agencies.

This support continues with the development of resources and information to assist with transitioning to the second edition of the NSQHSS which come into effect from January 2019.



INFECTION CONTROL

RDHM has continued its commitment to stopping the spread of infection through annual staff vaccinations.

Every year, our infection control team visits all departments around the hospital from April until the end of July with their mobile clinic to vaccinate staff and students.



DHSV's total vaccination rate – 80% (matching state target: 80%)

LEARNING FROM ADVERSE EVENTS

HOW WE MANAGE INCIDENTS

An adverse event is an incident, preventable or non-preventable, that causes harm to a client as a result of care provided.

DHSV closely monitors any adverse incidents that happen and rate these incidents according to an "incident severity rating" (ISR). An ISR of 1 means that the client either died or had a permanent disability and is very rare. DHSV has never had an ISR 1. The ISR 2 rating is applied to any client where moderate harm occurred due to an adverse event and/or a transfer to another hospital was required for ongoing management unrelated to the dental care provided.

*** In 2017–18 there were 19 incidents that were reported with an incident severity rating of two.**

Common causes identified for ISR 2 incidents related to clients with an unexpected outcome or feeling unwell unrelated to dental care provided, requiring transfer to an acute hospital.

As part of the continuous improvement cycle, when an adverse event occurs an in-depth case review is conducted within the organisation, to identify contributing factors and provide an action plan to prevent reoccurrence.

One such adverse event involved the diagnosis of a malignant tumour. An opportunity for improvement was recognised, leading to the development of an oral cancer screening. The program will help support oral health (and other health) professionals to screen high-risk Victorians so oral cancer lesions are detected early when treatment can be most effective. A training program will help to support in the screening, prevention and early detection of oral cancers. More details on page 10.

DHSV monitors and improves the quality of care being provided, ensuring it meets the requirements of legislation, policies and standards. We appreciate working with those clients who take the time to provide feedback or who have had an unsatisfactory experience. This helps to analyse incidents and feedback in a collaborative and person-centred approach, benefitting both client to feel empowered in the care they receive and the organisation to continuously reflect and improve upon the service we provide.

DHSV has also trained staff to speak up for safety if they see that something is not going to plan for the client's treatment. This is a great initiative to support and reassure our clients and staff that DHSV is vigilant and invested in providing safe and quality care.

PATIENT ESCALATION OF CARE

RDHM has established a rapid response system and its associated policy and procedures are reviewed and updated in accordance with the policy and procedure framework.

To add an extra dimension to client safety, a Medical Emergency Team (MET) has been established with a cross-section of staff trained to respond to MET calls throughout the hospital. Our CODE Blue Team is made up of Day Surgery Unit staff who are qualified to respond to more serious medical emergencies.

*** MET and CODE Blue calls are heard on the overhead paging system and can be activated by all staff by dialling 1222 which will alert all medical emergency team members rostered for that occasion.**

During the year, one consumer presented with a large facial swelling which was identified as a potentially life-threatening situation. Once activated, the escalation process resulted in the client being transferred by ambulance to an acute hospital to drain the infection. Client quality and safety was at the forefront for staff and the availability of an efficient escalation of care process resulted in a positive client outcome.

We provide clear and meaningful information to consumers to assist them in understanding the importance of communicating concerns and any symptoms of deterioration to staff so that they can be assisted.

HOW DO I GET PUBLIC CARE?



Public dental care is provided through RDHM and community dental clinics located throughout metropolitan Melbourne and rural Victoria.

Anyone can receive emergency dental care (including non-concession card holders) through RDHM. If you do not have a healthcare or pensioner concession card, you will need to pay a fee similar to what you would be charged at a private clinic.

To access general dental, denture or specialist dental care through the public dental system, you need to be eligible. The following people are eligible:

- all children aged zero to 12 years
- young people aged 13 to 17 years who are healthcare or pensioner concession card holders or dependents of concession card holders
- two to 17 year olds eligible for dental care under the Child Dental Benefits Schedule (CDBS)
- children and young people up to 18 years of age, who are in out-of-home care provided by the Department of Health and Human Services
- youth justice clients in custodial care, up to 18 years of age
- adults aged 18 years and over, who are healthcare or pensioner concession card holders or dependents of concession card holders
- refugees and asylum seekers
- Aboriginal and Torres Strait Islander peoples who are treated at RDHM.

HOW MUCH DOES IT COST?

The amount you pay for public dental care depends on your situation and the type of treatment you need. For more information on fees, visit www.dhsv.org.au/fees

WHAT IS PRIORITY ACCESS?

Priority access means that you do not have to go on the waiting list to receive general dental treatment.* You will receive the next available appointment. The following groups can get priority access at RDHM:

- Aboriginal and Torres Strait Islander peoples
- children (aged 0 to 12 years) and young people
- people without homes and people at risk of homelessness
- pregnant women with a healthcare card or pensioner concession card
- refugees and asylum seekers
- registered clients of mental health and disability services with a healthcare or pensioner concession card, supported by a letter of recommendation from their case manager or staff of special developmental schools.

* General dental treatment includes routine dental examinations or check-ups, oral health advice, scale and cleans, extractions, fillings, X-rays, fissure sealants and root canal treatments.

TRAVELLING FOR TREATMENT?

Victorians living in rural and regional areas can receive government assistance when travelling long distances for specialist medical treatment at the hospital.

Visit www.dhsv.org.au/travelhelp

NEED AN INTERPRETER?

Interpreter services are available for all clients.

UNABLE TO MAKE YOUR APPOINTMENT AT RDHM?

That's OK, just let us know as soon as possible, preferably 48 hours beforehand. That way we can give your appointment to someone else and provide an efficient service for all our clients. You can rebook your appointment online: www.dhsv.org.au/appointments



CDBS: CHILD DENTAL BENEFITS SCHEDULE

Child dental care can now be bulk billed. No gap, no out of pocket costs.

The Commonwealth Child Dental Benefits Schedule allows for up to \$1,000 basic dental treatment over a two-year period for eligible two to 17 year olds.

- two to 17 year olds are eligible if they receive Family Tax Benefit A or other relevant Australian Government payments
- treatment is bulk billed through Medicare.

In all Victorian public dental clinics

- eligible children pay \$0
- no out of pocket costs
- no wait list – your child will have the next available appointment.

Find out what treatments are available at www.dhsv.org.au/childdental

WHAT DO WE MEAN WHEN WE SAY...

AT GREATEST RISK

A person who is likely to suffer from dental disease because of certain situations in their life, such as illness, cultural background, pregnancy, poverty, or homelessness.

CAC

Community Advisory Committee

CONSUMERS

People who use, have used, or are potential users, of health services including patients, their family and carers.

DENTAL PROFESSIONAL

A member of the dental team. This may include the dentist, dental therapist, oral health therapist, dental prosthetist, dental hygienist or other specialists.

DHSV

Dental Health Services Victoria

ENGAGEMENT

A range of activities that involve consumers or communities taking part in health service decision-making, policy development, service design, delivery and evaluation. Also called participation.

FLUORIDE

A natural mineral found in plants, rocks and at very low levels in almost all fresh water. It is used in many products related to oral health such as toothpastes and is also added to some of the drinking water in Victoria.

HEALTH OUTCOMES

Results that people care about most when seeking treatment and being able to live normal, productive lives.

RDHM

The Royal Dental Hospital of Melbourne

PLAQUE

A sticky colourless deposit continually forming on the teeth. This deposit is a film of bacteria. The acid produced by these bacteria can cause tooth decay.

KIDS' CORNER

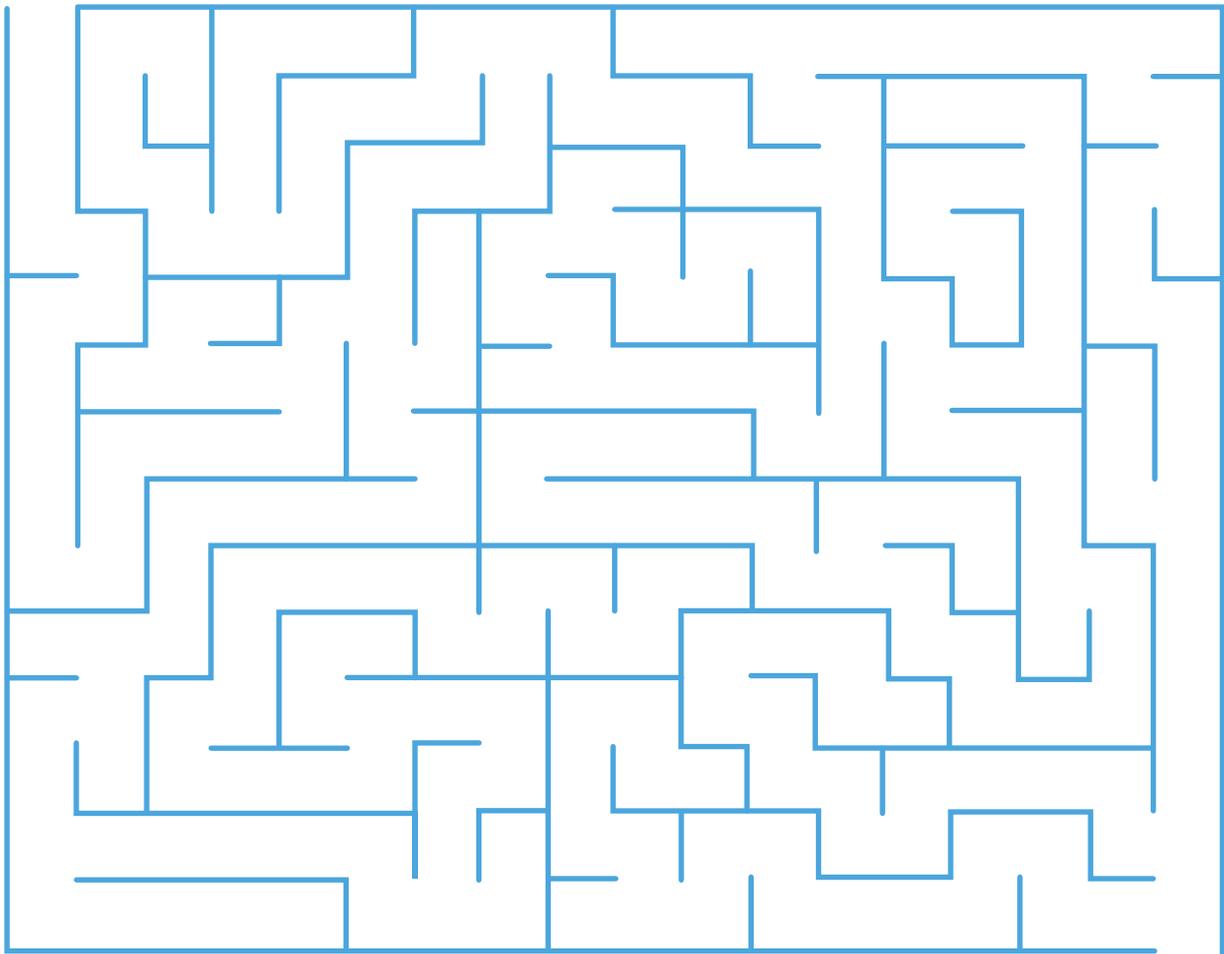
What time do you go to the dentist?

Tooth Hurty! (2:30)



MAZE!

Find the path to the apple.



What do tooth fairies have on their phones?

Bluetooth!



Answers on www.dhsv.org.au/QAkids

WORD FIND

Why did the king
go to the dentist?

To get his teeth crowned!

What does a dentist
call his X-rays?

Tooth-pics!

APPLE
BRUSH
CARE
CARROT
CAVITY
CHEESE
CLEAN
DENTIST
EAT
FRUIT
GUMS
MILK
MOUTHGUARD
ORAL
RINSE
SMILE
SUGAR
TEETH
WATER

C	A	V	I	T	Y	M
E	A	T	E	A	F	O
C	L	E	A	N	R	U
A	W	E	D	S	U	T
R	A	T	E	M	I	H
R	T	H	N	I	T	G
O	E	H	T	L	C	U
T	R	G	I	E	A	A
B	R	U	S	H	R	R
A	I	M	T	L	E	D
P	N	S	U	G	A	R
P	S	M	I	L	K	T
L	E	O	R	A	L	H
E	C	H	E	E	S	E

The remaining
letters make a word:

2		5			7			6
4			9	6			2	
				8			4	5
9	8			7	4			
5	7		8		2		6	9
			6	3			5	7
7	5			2				
	6			5	1			2
3			4			5		8

SUDOKU

Fill in the blank squares
so that each row, each
column and each 3-x-3
block contain all of the
digits from 1 to 9.



CONTACT US

THE ROYAL DENTAL HOSPITAL OF MELBOURNE (RDHM)

IF YOU HAVE A DENTAL EMERGENCY, CALL: 03 9341 1000

Reduce your waiting time – call first to make an appointment.

Monday to Friday: 8:00am to 8:30pm

Weekends and public holidays: 8:30am to 8:00pm

OPEN HOURS

Monday to Friday: 8:15am to 9:15pm

Weekends and public holidays: 8:45am to 9:15pm

LOCATION

720 Swanston Street, Carlton VIC 3053

Don't forget to send in your feedback for a chance to win a fruit hamper. See page 3 for details.

GENERAL ENQUIRIES

Call: 03 9341 1000 (Melbourne metro) or 1800 833 039 (country call)

OPEN HOURS

Monday to Friday: 8:30am to 5:00pm

Weekends and public holidays: closed

SERVICES FOR ABORIGINAL PEOPLES

Aboriginal Liaison Officer
(Tuesday, Wednesday, Thursday)

Call: 03 9341 1163

Email: aboriginal.services@dhsv.org.au

CONTACTING YOUR LOCAL COMMUNITY DENTAL CLINIC

There are over 50 community dental clinics located throughout metropolitan Melbourne and rural Victoria. To access services from these clinics, you need to be eligible to receive public dental care.

TO FIND A CLINIC NEAR YOU, VISIT

www.dhsv.org.au/clinics or call 03 9341 1000

Find out more about our services on www.dhsv.org.au



dental health
services victoria
oral health for better health



For more information visit
www.dhsv.org.au



Like us on Facebook
www.facebook.com/DentalHealthVic and
www.facebook.com/RoyalDentalHospitalMelbourne



Follow us on Twitter
www.twitter.com/VicDental



Follow us on Instagram
www.instagram.com/dhsv